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To: Members of the Transportation Committee, Connecticut General Assembly

Re: Raised Governor's Bill No. 5055: AN ACT DECREASING WAIT TIMES AT THE DEPARTMENT OF MOTOR VEHICLES

Date: February 29, 2016

This testimony concerns **Raised Governor's Bill 5055, AN ACT DECREASING WAIT TIMES AT THE DEPARTMENT OF MOTOR VEHICLES**. The Connecticut Tax Collectors' Association Inc., and its members oppose this bill.

We are all aware that Connecticut municipalities depend on property tax revenue to support the majority of services offered to the public. Motor vehicle tax collections are an integral part of this revenue. They also happen to be one of the taxes taxpayers are least willing to pay and are often the hardest to collect. Conservative estimates on the time and effort it would take our offices to collect delinquent motor vehicle taxes would double, if not triple, if the Department of Motor Vehicles ("DMV") were to stop withholding registrations for our offices on these delinquent taxes. Many times the only way to collect these taxes is when the taxpayers need to register or re-register a vehicle in their name. Even with these increased collection efforts, municipalities are faced with thousands of dollars in lost revenue.

The Connecticut Tax Collector's realize the undertaking of updating a severely antiquated computer system into the modern day was daunting for the DMV. I believe this transition will take time. A concerted effort in educating the public on these new and improved processes offered on the DMV's website is vital. The City of Torrington tax office has taken it upon ourselves to aid taxpayers with many of the new processes now offered online such as canceling registration plates, checking compliance issues and re-registering their vehicles online for them right here in our office. Not only are we learning the way the DMV's new website works, we are teaching the taxpayers how to use it. Here in Torrington we have a large Hispanic population as well. To aid these citizens with the new processes on the DMV's website we have also taught a local woman working at a company here in the City where such Spanish speaking citizens can go for help for many different areas.

We urge you to rescind this new proposed legislation and instead focus on educating the state's citizens on using this new and wonderful software. I understand there will be glitches that will have to be worked through slowly but with time this software upgrade will make life easier on citizens performing the many different processes now offered on the DMV's website.